

CSHCS INFO #21-2015 - Family Phone Line Representative Job Posting
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Hello Colleagues,

The Family Center for Children and Youth with Special Health Care Needs (Family Center) is pleased to announce the new job posting of Family Phone Line Representative! We are looking to fill **two** Family Phone Line Representative positions within the Family Center in Lansing, MI.

An important role of the Family Center is to oversee CSHCS's statewide Family Phone Line. The primary function of the Family Phone Line Representative is to be responsive to calls that come in through the Family Phone Line. The Family Phone Line Representative will answer questions about CSHCS's medical care and treatment program, Michigan's Children with Special Needs Fund, and the Family Center. This includes answering questions related to the status of CSHCS enrollment, transferring calls to Local Health Departments (LHDs), assisting families with resources and system navigation, redirecting providers, adding families to the Family Center's mailing list and surveying families for quality improvement related to all programs and services within CSHCS.

If you know an excellent candidate who has personal experience as a parent, guardian or caregiver of a child or youth with special health care needs, please encourage them to apply.

<http://www.semha.org/semha/view.php?id=400>

Thank-you,

Candi Bush

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